

Learning Session 1

Swanson Medical Centre

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Organisational “Buy - In”

Aim: For all medications to be updated within 7 days of the Discharge Summary being received.

Buy-in

We had relied on the patient presenting shortly after hospital discharge, and did medication reconciliation at that point. The GPs saw potential issues with this system and wanted to change.

Change Ideas

- Reach agreement on expectations: the GPs see it as best practice and are reconciling medications, usually within 2 days of receiving discharge.
- Use of the drop down box on medication when a change has been made – useful for pharmacist and for our clinicians.

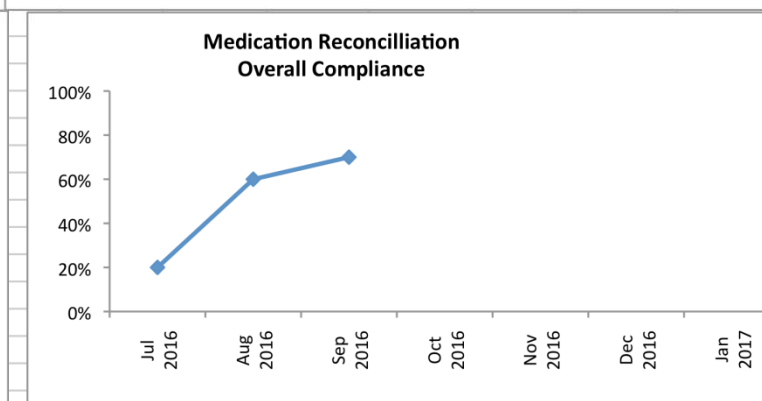
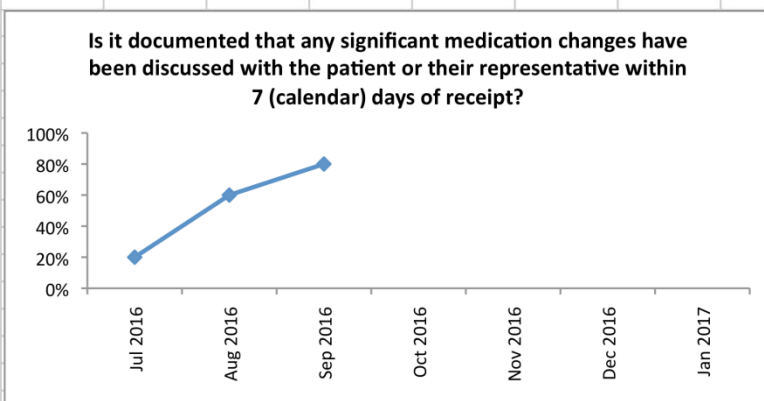
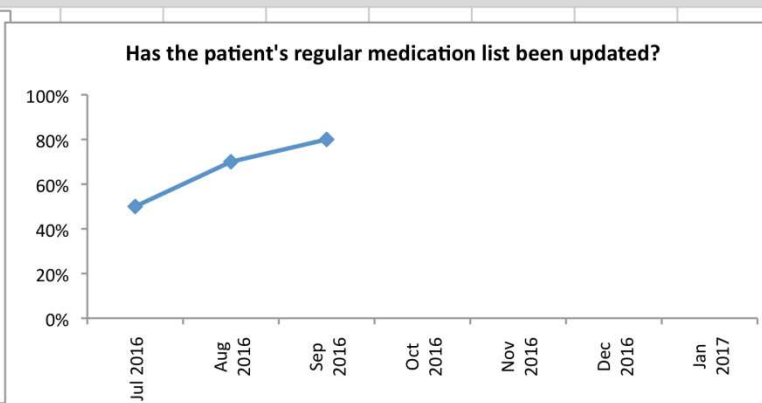
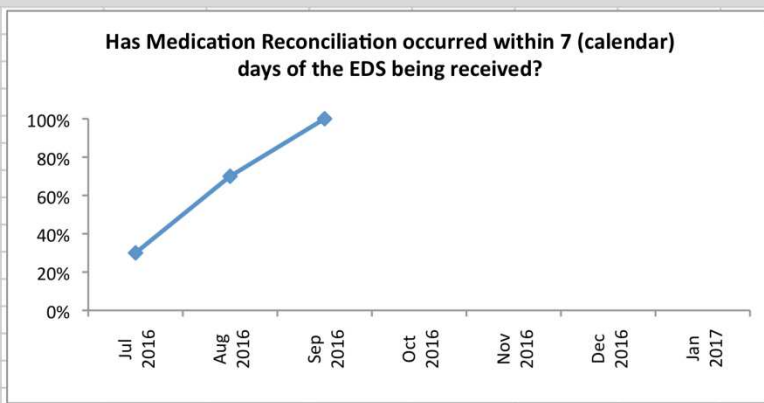
What Changes have you tested?

| | Change Tested | Outcome |
|---|--|--|
| 1 | Doctors updating med list on receipt of discharge, rather than when patient attends. | Results improved from 30% to 70% after the 2 nd audit |
| 2 | Patient is contacted by GP or nurse is tasked to do this when med rec is done. | Result improved from 10% to 60% after the 2 nd audit. |
| 3 | After 1 st audit discussed using quick keys to comment on discharge | GPs decided they would rather write notes about each change. |

Most Successful PDSA Cycles?

The doctors are now updating medications on receipt of discharge and using the drop down box when they stop, start or change medications.

Measures Summary



Highlights and Lowlights

- The whole team is positive about this bundle, after seeing the positive outcomes from doing the Results bundle last year.
- The GPs are updating medications on receiving the hospital discharge rather than when patient presents.
- The team sees this as a safer process

Achievements to date

Do you have an

- | | |
|-------------------|-----|
| -agreed aim | Yes |
| -a change package | Yes |
| -measurement plan | Yes |

Do people on your team know what their responsibilities are and what is expected of them? Yes

What has changed and what difference have the changes made? Positive results so far – hope to improve further as GPs and nurses get used to the change

Any other achievements?

Add any thing else you'd like to share here:

- We had problems initially with the query build, to be able to get a list of discharges with changes in medications; OK now.
- How the work has impacted your team
- Patient experience – examples, impact
- Anything else you think might be useful to share